



SAP Training



Maintain Disciplinary Actions and Grievances

PA320 VC



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Notes


Welcome to the Maintain Disciplinary Actions and Grievances virtual class. For the record, disciplinary actions in BEACON SAP were formerly called warnings. The security role is still called Warnings Maintainer.

Keep in mind that the focus of the class is on the transactions that pertain to specific infotypes on the employee's records. In the event that a correlating Work Flow Action (like a Suspension) needs to be entered as well, you must ensure that you communicate appropriately with the HR Master Data Maintainer to have those records entered.

SAP Training — Welcome and Introductions

- Introductions
- Breaks
- Parking Lot
- Virtual classroom etiquette
 - Cell phones off
 - Mute telephone





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Notes

The course introduction is an opportunity to get to know the others who are attending class as well as to agree on classroom courtesy. There will be at least one break during this session.

Prerequisites

- Beacon Overview BC100
- SAP Basic Navigation BC110
- Personnel Administration Overview PA200
- Virtual Class Navigation VC101



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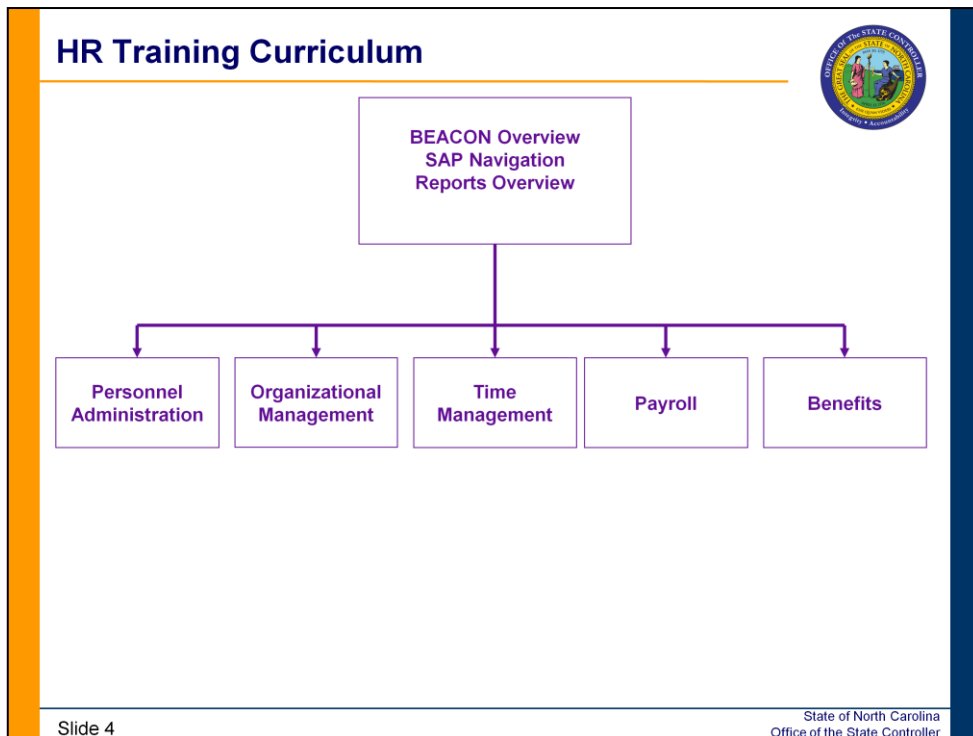
Notes

There are four pre-requisites that you must take before attending this class. Attending these pre-requisites ensures that you are adequately prepared with the new processes, concepts, and terms that are needed for this course. In addition to having basic computer skills, it is also helpful if you can access and navigate the internet.

Several of the above courses are self paced web-based courses:

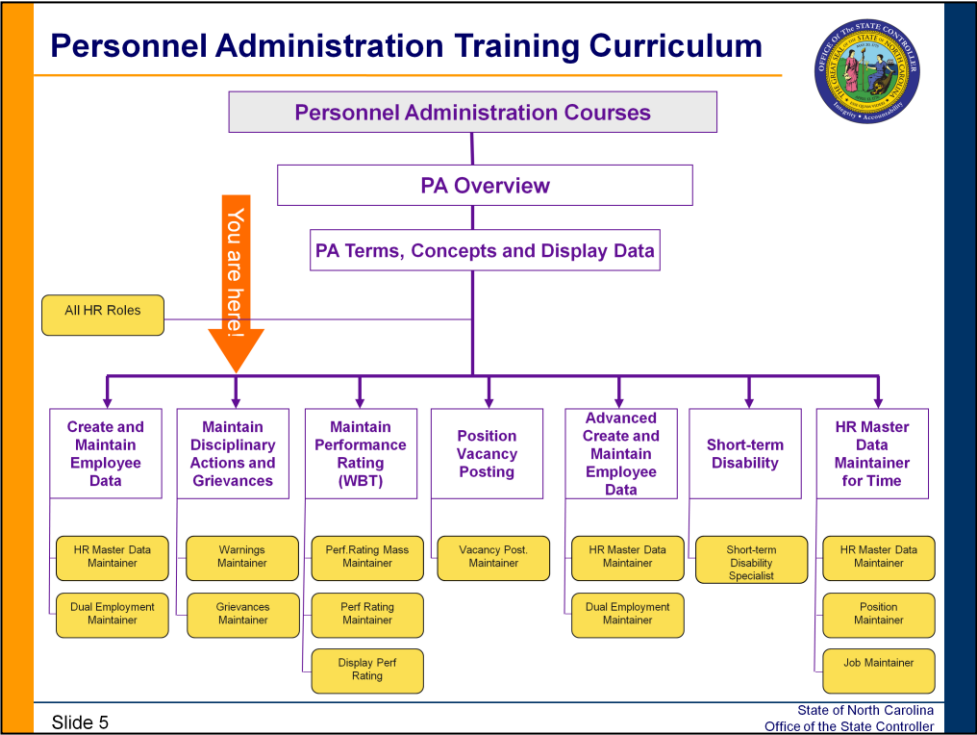
- BEACON Overview
- Basic Navigation
- Personnel Administration Overview (PA200)

VC101 is an instructor-led course taught via the internet.



The BEACON HR/ Payroll training program comprises several courses and different modules. Based on your HR role, you will attend courses in the Personnel Administration module.

Notes



Notes

Within the Personnel Administration module, there are several courses. Everyone attends the first course, Personnel Administration Overview. Your position determines which additional courses you may be required to attend.

Course Map

Lesson 1: Terms, Concepts and Infotypes Overview

Lesson 2: Create and Maintain a Disciplinary Action Record

Lesson 3: Create and Maintain a Grievance Record

Lesson 4: Course Review

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Notes

Course Objectives



Upon completion of this course, you should be able to:

- Define key terms and concepts
- Describe the SAP disciplinary action and grievance processes
- View, create and maintain a disciplinary action and grievance
- Identify how to access the Grievance report

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Notes

Welcome: Strategy for Training

- Tell me**
Concepts
Instructor will discuss the process, responsibilities, and describe the transactions – LISTEN
- Show me**
Demonstrations
Instructor will demonstrate job-related tasks performed in SAP – HANDS OFF
- Let me**
Exercises
Student will complete the exercises which allows for hands-on practice in class – HANDS ON
- Support me**
Availability
Instructor will be available to answer questions while the students complete the exercises



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Notes

The *PA320 - Maintain Disciplinary Actions and Grievances* Student Guide provides a copy of the PowerPoint presentation used in the classroom training. You will observe that space is available for you to write notes. You can use the guide as a reference when you return to the workplace. For example, you can use the exercises for practicing in the SAP training environment.

Course Map

Lesson 1: Terms, Concepts and Infotype Overview

Lesson 2: Create and Maintain a Disciplinary Action Record

Lesson 3: Create and Maintain a Grievance Record

Lesson 4: Course Review

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Notes

Lesson Objectives



- Upon completion of this lesson, you should be able to:
 - Identify the transaction code used to maintain a Disciplinary Action or Grievance record
 - Identify the applicable infotype and subtypes
 - Discuss how to create a reminder to follow-up on a Disciplinary Action or Grievance
 - Identify the various functions used to view or maintain Disciplinary Action or Grievance records
 - Discuss the application of validity periods and how records are ended

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Notes

PA320 VC – Maintain Disciplinary Actions and Grievances

PA30 – Maintain Master Data

Personnel no. 70168712
Name Kylie W Cook
EEGroup A SPA Employees PersA 1801 Agriculture Consumer Service
EESubgroup B1 FT S-FLSAOT Perm CostC 1899999999 AGRICULTURE

Benefits Time Addtl. Personal Data **Planning Data** Labor Relations

Infotype text E
Contract Elements
Grievances NA

Period
From To
☐ Today ☐ Curr. week
☐ All ☐ Current month
☐ From curr. date ☐ Last week
☐ To Current Date ☐ Last month
☐ Current Period ☐ Current Year
Choose

Direct selection
Infotype Sty

Area to enter Infotype and subtype number directly

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Notes

You may recall from *PA210 Personnel Administration Terms, Concepts and Display Data*, transaction Code PA30 is used to view, create or revise individual infotypes. PA30 is the transaction code used to create and maintain Disciplinary Actions and Grievances. There are several options available when you access PA30 which include:

Tabs: The infotypes are grouped together by subject matter on a Tab menu. Simply select the Tab you want to access or use the display All tabs button. After you select the appropriate tab, you may have to scroll to find the specific infotype.

Period: You have various options regarding the time frame you wish to use when displaying an infotype. Some infotypes will only display if the All option has been selected. (**NOTE:** When displaying records, no change is necessary to the period selection.)

Direct Selection: You can either enter the infotype code and subtype in the Direct Selection field or use the matchcode to search for the infotype and subtype.

NOTE: PA20 can be used to only view (not maintain) the employee's prior grievance or disciplinary action history.

IT for Grievances and Disciplinary Actions

Personnel no. 80000326
Name Kumar Reinaldo01
EEGroup A SPA Employees PersA 4601 Cultural Resources
EESubgroup A1 FT N-FLSAOT Perm CostC 4699999999 CULTURE RESOURCE

Basic Personal Data Payroll Benefits Time Addit. Personal Data Grievances

Infotype text E

Actions
Organizational Assignment
Personal Data
Addresses
Planned Working Time
Basic Pay
Family Member/Dependents
Residence Status
Additional Personal Data

Direct selection
Infotype Grievances NA STy

Subtypes for infotype "Grievances NA" (1) 3

ST	Name
1	Grievance - 3 step no mediation
2	Grievance - 2 step mediation is 1st step
3	Disciplinary Action

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Notes

As indicated in a previous course, employee master data is organized into **infotypes** or screens of data. Some infotypes have additional screens, called **subtypes**. Infotypes and subtypes are important concepts in the grievance and disciplinary actions process.

The Grievance NA (0102) infotype stores both disciplinary actions and grievances. You must choose the appropriate subtype in order to differentiate between entering a disciplinary action or grievance record.

As shown above, after you access the Grievances NA (0102) infotype, in the subtype field there are three options (the first two are applicable to Grievances):

- 1 Grievance – 3 step no mediation
- 2 Grievance – 2 step mediation 1st step
- 3 Disciplinary Action

Monitoring of Tasks IT0019

After a grievance or disciplinary action is saved, SAP automatically presents IT0019.

Additional text icon appears after comments are written

Task Type

Date of Task

Reminder Date

Lead/Follow-up time

Comments

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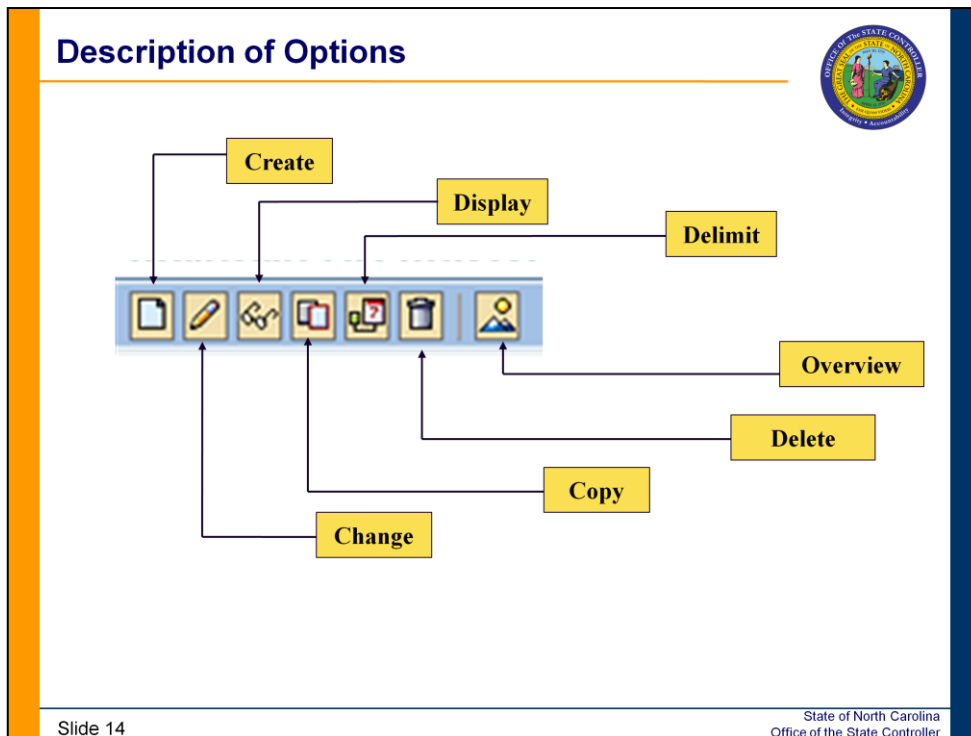
The Monitoring of Tasks IT0019 appears automatically as part of both the disciplinary action and grievance process.

In a previous course IT0019 was described like a tickler file that is date driven. A report is run to see which employees have transactions coming due soon. Run BI report B0099 or the Date Monitoring report (S_PH0_48000450) in SAP to view the various tasks due. If the task is completed prior to the due date entered, it will still appear on the Date Monitoring report unless you change the end date of the Monitoring of Tasks infotype. You may need to enter more than one IT0019 for a transaction. For example, if an employee files a grievance for a suspension without pay, you would perhaps want to follow up within 10 days. But you would also want to make sure the grievance is resolved within 120 days, so you need IT0019 for both dates.

The following fields are to be completed:

- **Task type:** Select applicable task type. For a disciplinary action you should always select 18 months unless specific circumstances require it to be different. Grievances will have various task types.
- **Date of task:** The date of the first scheduled review; re-created for each subsequent review and the final resolution of the record.
- **Reminder date:** The date you need to be reminded that the task is about to be due. Enter or allow SAP to suggest a date.
- **Comments:** Enter additional details necessary to document the disciplinary action or grievance. Observe that when you enter comments the *Additional text* icon appears on the infotype.
- **Lead/follow-up time:** Used to re-program the reminder date (see the Exercise Guide for details).

Notes



There are several ways to create, maintain, view and navigate in an infotype as listed below:

Create: Create a new infotype for an existing employee.

Change: (see next page)

Delete: Eliminate a record. This function should be used with caution, because it permanently removes the information from the database, and cannot be retrieved. A record should only be deleted if it was entered in error or you have documentation that requires it to be deleted. See the *Inactive versus Removal* section later in this course.

Delimit: To make inactive or to put an end date on an existing record which changes the validity period. Delimiting records allows history to be maintained. Any record with an end date other than 12/31/9999 has been delimited. The record can still be seen by anyone who has security access.



Copy: (see next page)


Display: View an individual infotype.

Overview: View a list or summary of the infotype's data.

Notes

Copy and Change Options

- Copy 
 - Create another record
 - Maintain historical data
 - Cannot use to correct errors (like in other PA infotypes)
- Change  - **only used for IT0102**
 - Update or modify record
 - Correct errors



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Notes

Copy: Create another record to ensure that history is maintained. Unlike other Personnel Administration infotypes, you cannot use the Copy function with the same dates to correct errors.


Change (pencil): Be extremely careful when using the Change function. Unlike other Personnel Administration (PA) infotypes, it is sometimes necessary to use Change to correct errors in IT0102. If you used the Copy function instead of Change, you will create another record, even though you are using the same effective date.

You can only correct a current (not historical) record. Only BEST Shared Services can make changes to historical records.

Please note that permission is granted to only use the Change function on IT0102. **The rule that you are to use the Copy function and never the pencil for all other PA infotypes is still applicable.**

Entering End Dates

- Always entered manually on IT0102
- Enter as applicable for Disciplinary Action and Grievance
 - 18 months for DA
 - As needed during progression or resolution for Grievances
- End date becomes the day before the effective date of the newly created record



1

Original record: Validity period was 4/8/09 to 12/31/9999 (not shown)

2

New record: HR entered new record on 4/10 as the grievance progressed

Validity Period

Grie	Start Date	End Date	R	Name	Description
1	04/10/2009	12/31/9999	03	Grievance - 3 step no mediation	DA - Suspens w/o Pay
1	04/08/2009	04/09/2009	03	Grievance - 3 step no mediation	DA - Suspens w/o Pay

3

HR manually delimited original record to one day prior to new record (4/9)

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Notes

All records must have a beginning (start) date and an ending date, a time span that is called the **validity period**. When an end date is entered, the record is **delimited** (no longer active). For Disciplinary Actions and Grievances records, the end date will **always be manually entered** by the Maintainer. **NOTE:** In other HR functions, the end date can either be automatically created by SAP when a new record with a new effective date is entered or entered manually by HR. The ending date on IT0102 is entered as follows:

- Disciplinary Action: enter the effective date in the “Start” date, and 18 months later in the “to” date. If a subsequent DA occurs, change end date of previous DA records to new end date of current record
- Grievance: leave the end date as 12/31/9999 until it is either resolved or progresses to the next step. At that time, you will delimit the record. Although policy dictates a set number of days for resolution for grievances, you should not enter those dates when you **initially** create the infotype. For example, an employee files a grievance on 4/1/09 for suspension without pay, which has 120 days per policy. When you create the grievance, the validity period is 4/1/09 – 12/31/9999. You create IT0019 with a reminder for 120 days. When the grievance progresses to the next step or is resolved, whether within 2 days of the initial filing, or the entire 120 days, you go back and delimit the initial infotype. Use IT0019 to remind you to follow the transaction carefully so that the proper end date is applied as the transaction either continues in the process or is resolved.

It is crucial to understand the concept of validity periods, how history is preserved and when it is applicable to apply the end date.

Lesson Review



- In this lesson you learned to:
 - Identify the transaction code used to maintain a Disciplinary Action or Grievance record
 - Identify the applicable infotype and subtypes
 - Discuss how to create a reminder to follow-up on a Disciplinary Action or Grievance
 - Identify the various functions used to view or maintain Disciplinary Action or Grievance records
 - Discuss the application of validity periods and how records are ended

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Course Map

Lesson 1: Terms, Concepts and Infotype Overview

Lesson 2: Create and Maintain a Disciplinary Action Record

Lesson 3: Create and Maintain a Grievance Record

Lesson 4: Course Review

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Notes

Lesson Objectives



Upon completion of this lesson, you should be able to:

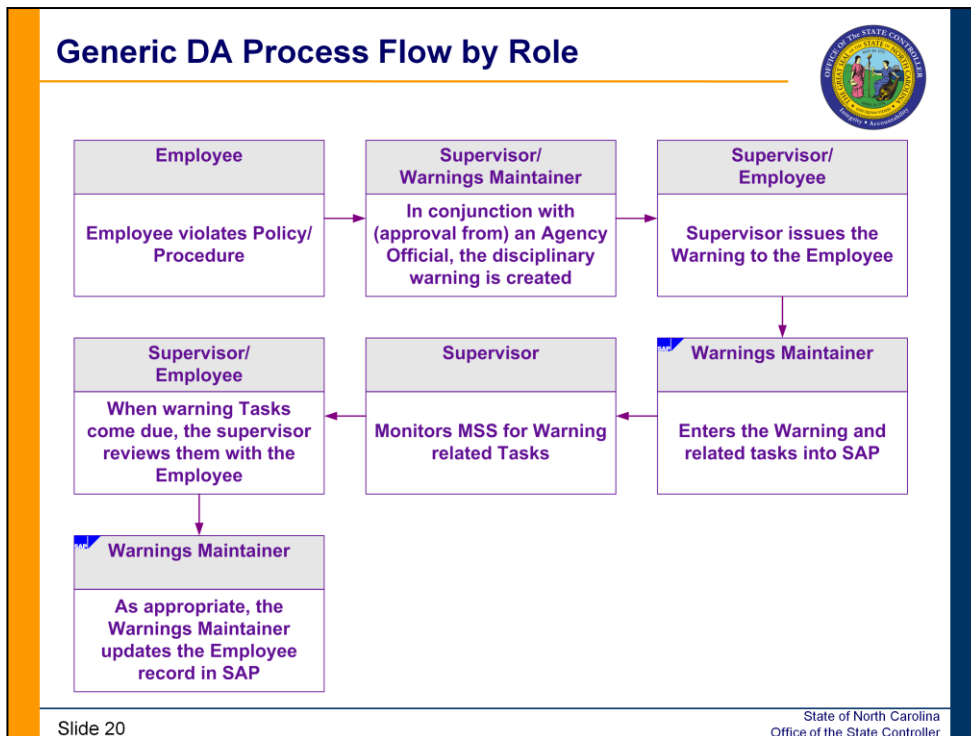
- Describe the Disciplinary Action process flow
- Identify the infotype and subtype used to enter a Disciplinary Action
- Create and maintain a Disciplinary Action and enter an end date

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Notes

PA320 VC – Maintain Disciplinary Actions and Grievances



Notes

The above graphic shows a high-level overview of the Disciplinary Action process and the steps taken by each party within the process. The Warnings Maintainer enters data when applicable into SAP by using:

- Transaction code PA30
- Infotype 102 NA Grievances
- Subtype 3 – Disciplinary Actions

NOTE: To display (instead of maintain) a record, use either the Display (glasses) or Overview (mountain) icon in transaction code PA30 and PA20.

Disciplinary Actions



- Disciplinary Actions are:
 - Initiated by the Manager/Supervisor (Approved by Agency HR)
 - A component of the disciplinary process
 - Documented via a subtype of the Grievance infotype
 - Associated with an applicable reason
 - Monitored with the Monitoring of Tasks infotype
 - Always enter 18 months unless documented otherwise

ST	Name
1	Grievance - 3 step no mediation
2	Grievance - 2 step mediation is 1st step
3	Disciplinary Action

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Notes

Disciplinary actions: (formerly called Warnings in BEACON) are a part of the disciplinary process and when administered, could lead to a demotion and/or potential separation of an employee. Disciplinary Actions last for a period of 18 months; however, with justification and agency approval, the length of the period can be modified.

After you access the infotype (102) and subtype (3 Disciplinary Action), select the applicable reason for the Disciplinary Action. After the first screen is saved, SAP automatically presents IT0019 so that you can set up reminder dates. Always use 18 months unless circumstances dictate a different time frame.

See the job aid at BEACON University for details about creating and maintaining a Disciplinary Action record:

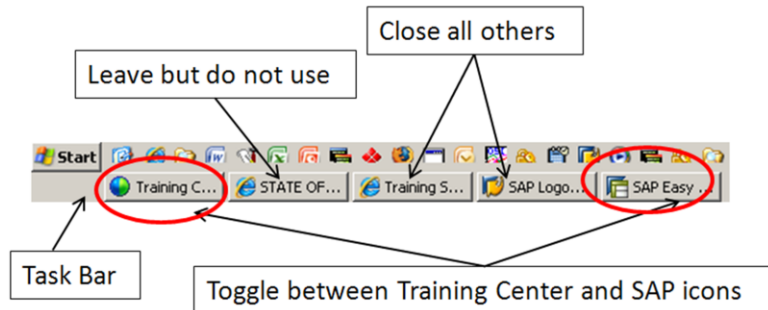
<http://help.mybeacon.nc.gov/beaconhelp/TOC7.html>

 IT0102_Disciplinary Actions_Screens_021009

Performing Class Exercises (1 of 2)



After you login to SAP, use the icons on your taskbar to move back and forth between the Training Center presentation and SAP.



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Notes

As discussed in *VC101 – Virtual Classroom Navigation*, to perform exercises in a virtual class, you will navigate back and forth between the SAP application and the Webex Training Center. You will close some of the icons that appear on your taskbar to make it less confusing about which icons to use.


Look at the bottom of your screen now and you should see two icons:

- State of NC - Office of Controller Webex
- Training Center

You will leave both of these open during the course. If you have other applications open, you should close them now.


Give me a green check to let me know you see these two icons on your taskbar.

Performing Class Exercises (2 of 2)



After you complete a Virtual class exercise in BEACON SAP:

- Access the Training Center from your taskbar
- In the Participant's panel, click the **green check** icon
- Leave the green check active – the instructor will clear it



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Notes

By using the green check to indicate you have completed an exercise, the instructor can see at a glance those students who may need additional time.

Instructor Demonstration

- In this demonstration, the Instructor will:
 - Access the SAP training client
 - Enter the training user id and password
 - Stop at the Easy Access screen



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Notes

In this demonstration, the instructor will log on to the SAP training client, enter the user name and password, and access the Easy Access screen.

After the Easy Access screen is accessed, notice that the Training Center icon title is now “you are viewing Virtual Instructor’s application” (instead of Training Center).

Note to instructor: Until you reach the Easy Access screen, the system doesn’t recognize that you are in the same application when the screen changes. Click the “select application” again from the Sharing icon. After you reach the Easy Access screen, this will no longer be an issue.

Exercise 2.1



Log onto SAP:

1. Use the task bar to open a new internet window.
2. Access SAP with your own user id and password.
3. Click the training GUI.
4. Click Training Sandbox EIT 899. The Easy Access screen appears.
5. On the taskbar, **leave open the Training Center, SAP Easy Access and State of NC icons**; close all others.
6. Click the Training Center icon on your taskbar to return to the Training Center.
7. Use the **Green Check** icon to let the Instructor know you have successfully logged on. Instructor will remove the check.



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Notes

Using the steps above (which are also in your Exercise Guide), access the SAP training sandbox.

Instructor Demonstration

Create a Disciplinary Action Record – PA30

- Perform this transaction to create a disciplinary action and subsequent date tracking record in SAP




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Watch as the Instructor demonstrates how to create a warning and task monitoring for an employee. The instructor will use the student scenario.


Notes

Exercise 2.2 Data Set



Joe Garza

Student #	Employee #
1	80000611
2	80000612
3	80000613
4	80000614
5	80000615
6	80000616
7	80000617
8	80000618
9	80000619
Instructor	80000620



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Notes

Refer to the Exercise Guide to complete the exercise.

Important! Be sure to make a **note of and only use** the employee personnel number the instructor assigns to you from the Data Set above.

Exercise 2.2



- Joel Garza has a pattern of tardiness. Last month, for example, the employee was tardy a total of 6 days. The employee has been coached and has received a documented counseling session. So far this month, the pattern has continued with the following: 6th--15 min. late; 7th--30 min. late; 13th--30 min. late; 15th--45 min. late; 20th--15 min. late; and 22nd--1 hour late.
- The employee's supervisor has issued a written warning for job performance. The warning letter stated the record would be reviewed in 90 days to see if the employee has corrected the issue and maintained corrective action.



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Notes

Instructor Demonstration

Correct a Disciplinary Action Record – PA30

- Perform this transaction to modify a disciplinary record in SAP



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Watch as the Instructor uses the student's scenario to demonstrate how to correct an error on a disciplinary action record.

Notes

Exercise 2.3



Modify (correct) a Disciplinary Action Record – PA30

- A mistake was made when the Disciplinary Action was entered on the employee's record. The wrong supervisor was entered. Correct the previous entry by entering the correct supervisor's personnel number.
- **NOTE:** Change will overwrite the previous data. There will be no history of the previous (erroneous) record.

Same employee as last exercise: Joe Garza



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Notes

Be sure to remember in general, it is not permissible to use the pencil function on Personnel Administration infotypes. Using the pencil on IT0102 is an exception.

Inactive versus Removal



- Disciplinary Actions can be rendered inactive (delimited) earlier than originally planned on proof of employee performance
- Delimited (inactive) records are still visible in the system
- PA30 is used to delimit the record when appropriate
- Specific criteria must be met before a record is deleted (removed)
 - Contact BEST to delete a Disciplinary Action

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Notes

Employees or supervisors can request that a Disciplinary Action be rendered inactive in an employee's personnel file based on performance. Rendering a record inactive in SAP does not mean that it is literally removed from the record. The Warnings Maintainer "delimits" (puts an end date) on the record. Anyone who has security access to the employee's file can still see the record in the system.

Before a record is delimited, the employee's performance is evaluated by management to determine if the request to render the Disciplinary Action inactive is warranted. If a decision is made to render the Disciplinary Action inactive, the Warnings Maintainer uses PA30, infotype 0102, subtype 3 and uses the Delimit function. The Warnings Maintainer also delimits infotype 0019 - Monitoring of Tasks when applicable (still using PA30).


Disciplinary Actions should only be **deleted** when entered in error or by management requirement (usually because of a court order). It is imperative to obtain prior approval from management before any Disciplinary Actions are deleted. Be sure that you have proper documentation to validate the deletion request. Contact BEST Shared Services if you receive documentation to delete a Disciplinary Action.

It is extremely important to get clarification when asked to "remove" a record to determine if the manager is merely asking that it be rendered inactive rather than actually deleted.

Instructor Demonstration

Delimit a Disciplinary Action Record - PA30

- Perform this transaction to delimit an employee's disciplinary record and related task in SAP



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Watch as the Instructor uses the student's scenario to demonstrate how to delimit a Disciplinary Action record.

Notes

Exercise 2.4



Delimit a Disciplinary Action Record – PA30

- **Assume it is now 90 days from today.** Joe Garza (from the previous exercise) requested to be reviewed for corrective behavior and also asked that the written warning letter be rendered inactive.
- The Supervisor has agreed that the warning can be made inactive since the employee has maintained corrective behavior. Delimit the employee's written warning effective today.



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Notes

Exercise 2.5



- Discussion – Is Dismissal appropriate?
- Summary (see Exercise Guide for complete details):

The employee's request to have the written warning "removed" is denied. The employee's tardiness does not improve. The supervisor meets with HR to see if the employee can be dismissed.

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Refer to the Exercise Guide to complete the exercise.

Notes

Lesson Objectives




- In this lesson you learned to:
 - Describe the Disciplinary Action process flow
 - Identify the infotype and subtype used to enter a Disciplinary Action
 - Create and maintain a Disciplinary Action and enter an end date

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Notes

Course Map



Lesson 1: Terms, Concepts and Infotype Overview

Lesson 2: Create and Maintain a Disciplinary Action Record

Lesson 3: Create and Maintain a Grievance Record

Lesson 4: Course Review

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The focus of this lesson is how to enter a Grievance. However, you will soon see that the way you create, maintain, and delimit Grievances is the exact same way that you do those processes in Disciplinary Actions.

Notes

Lesson Objectives




- Upon completion of this lesson, you should be able to:
 - Identify how to access the OSP Grievance policy and guidelines
 - Describe the Grievance process flow
 - Create and update a Grievance record
 - Identify how to access the Grievance report

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Notes

OSP Grievance Policy



Employee Mediation and Grievance Process

Policy It is the policy of State Government that an Employee Mediation and Grievance Process shall exist to allow for prompt, fair and orderly resolution of grievances arising out of employment.

Agencies may choose to adopt the Employee Mediation and Grievance Process, or choose to use the Employee Appeals and Grievance Policy, which does not offer mediation. Agencies shall have the flexibility to decide what grievable issues shall be mediated under this policy. Agencies adopting the Employee Mediation and Grievance Process shall establish procedures that include the minimum requirements of this policy.

Objectives In establishing this policy for the Employee Mediation and Grievance Process, the State Personnel Commission seeks to achieve these objectives:

- Assure employees have access to grievance procedures to address their grievable issues rapidly, fairly and without fear of reprisal.
- Contain costs to process grievances; and
- Resolve workplace issues and problems efficiently and effectively.

Overview of Employee Mediation and Grievance Process

Informal Meeting with Supervisor Agencies shall encourage direct communication between employees and supervisors to attempt to address grievances in the spirit of cooperation and compromise.

Step 1: Mediation Mediation is the first step in the grievance process and involves the services of a neutral third person that assists an employee and an agency representative in resolving an employee grievance in a mutually acceptable manner. Mediation provides an opportunity for the two parties to resolve their dispute through a facilitated process.

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Summary of Policy Objectives

In establishing the Mediation and Grievance policy, the State Personnel Commission seeks in general to achieve the following objectives:

- Assure employees can get their problems or complaints considered rapidly, fairly and without fear of reprisal.
- Ensure that costs to process grievances are contained.
- Resolve workplace issues and problems efficiently and cost effectively.

NOTE: For detailed information about the State Grievance policy consult the OSP website and follow links to the Personnel Policies section:


<http://www.osp.state.nc.us>

Agency Grievance Policy

Agency Procedural Requirements for Employee Mediation and Grievance Policy

The following are minimum procedures for an agency grievance process:

- The agency grievance procedure shall state the issues that, in addition to those listed in the State Personnel Act, may be grieved at the agency level.
- The agency grievance procedure shall list clearly which issues are subject to mediation (Step 1) and which issues shall proceed directly to a grievance hearing (Step 2).
- The agency grievance procedure shall encourage direct communication between employees and their immediate supervisor or other appropriate supervisor in the chain of command to attempt to resolve the grievance.
- All decisions issued by the agency after the discussion between the employee and the immediate supervisor or other appropriate supervisor in the chain of command shall be in writing and a copy provided to the employee.
- For those issues subject to mediation, the agency grievance process shall require both the employee and an agency representative to mediate a dispute by attending a scheduled mediation.
- If mediation does not result in agreement, the employee is entitled to proceed to Step 2. The agency will notify the employee within 10 days of the unsuccessful mediation of the option to present the grievance orally to a reviewer or reviewers outside of the chain of command, e.g., Hearing Officer or Hearing Panel.
- The employee shall have the right to challenge whether the person, or body of persons outside of the chain of command review level, can render an unbiased recommendation. The agency procedure shall establish a process for the challenge as well as the procedure for selection of a replacement reviewer, when necessary.
- The agency shall set up time limits for appeal and for the employee and the agency to respond to each other during the grievance procedure. The agency may not set any time limit for itself that is more than twice the time limit established for employees.
- An employee filing a grievance shall do so not later than 15 calendar days after the last incident for which the employee is filing the grievance unless the



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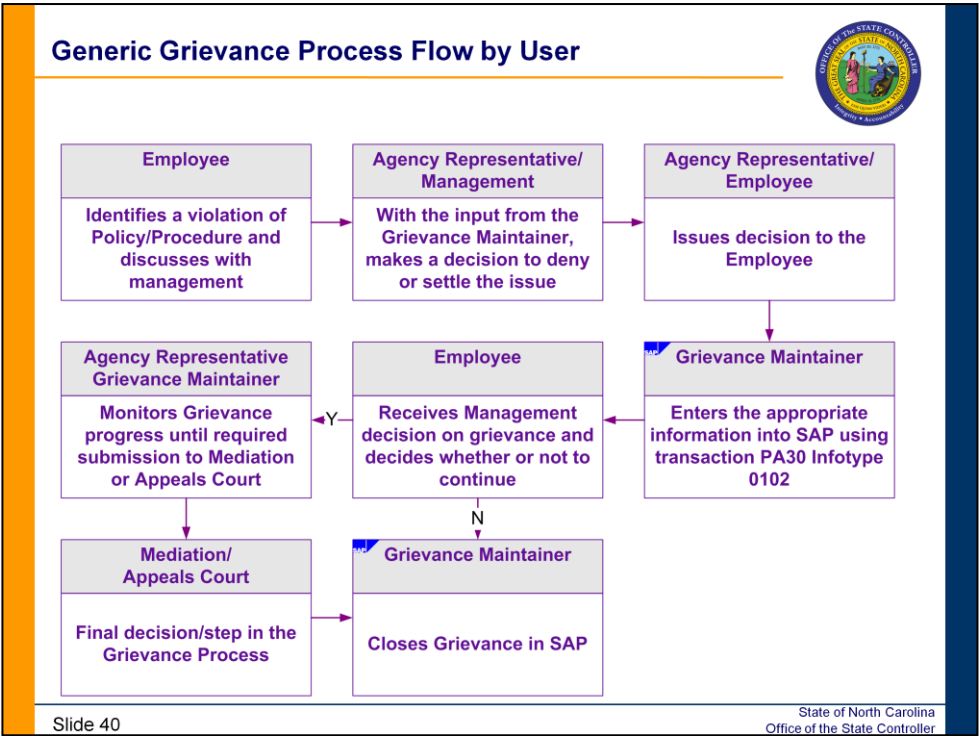
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Notes

Summary of Agency Grievance Policy

Each agency shall establish a grievance procedure that includes the minimum requirements as outlined in the OSP policy. The agency may also elect to establish an alternative dispute resolution (ADR) procedure as an alternative to the grievance procedure. Agency procedures must be approved by the State Personnel Commission.

NOTE: For detailed information about the minimum requirements for the agency procedures for employee mediation and grievance policy, see the applicable section in the State Personnel Manual.



Generic Grievance Process Flow by User

When an employee has a potential grievance to be filed, the employee should first discuss the issue with the appropriate Agency Representative. If disagreement is the outcome of this meeting and if the issue meets the criteria to be grieved, the employee has the right to formally file the grievance. The Grievance Maintainer should then document the grievance in SAP. Each step of the of the grievance process will be documented using this transaction until (1) the employee dismisses the claim, or (2) the grievance reaches the final step for mediation or court.

The above graphic shows a high-level overview of the Grievance process and the steps taken by each party within the process. The Grievance Maintainer enters data when applicable into SAP using the appropriate transaction code and infotype (as discussed previously).

Notes

Grievance



- Grievances are:
 - A component of the State Personnel Policies (Section 7)
 - Initiated by employees
 - Documented via a subtype of the Grievance infotype (102)
 - 3 step no mediation
 - 2 step mediation is 1st step
 - Associated with an applicable reason
 - Driven by date deadlines where action is required

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Notes

A Grievance is initiated by an employee and is filed against the employer or other employees to investigate potential infractions to policies and procedures. Typically, this takes place when it is perceived that laws, policies and/or procedures are not followed, necessitating the issue be investigated. Often employees file a grievance in relation to a disciplinary action. However, it is also possible for employees to file grievances unrelated to a corresponding disciplinary action.

There are two options available for the Grievances infotype, the previous method (3-step, no mediation) and a new method (2-step, mediation is the first step). The 2-step method is considered to be a more streamlined process. It is an agency decision as to which method is used; however, the method that is chosen must be used agency wide. An agency cannot switch back and forth between the two methods.

After you access the infotype and subtype, select the applicable reason for the Grievance.

See the job aid at BEACON University for details about creating and maintaining a Grievance record:

<http://help.mybeacon.nc.gov/beaconhelp/TOC7.html>




IT0102_Disciplinary Actions_Screens_021009

Instructor Demonstration

Create a Grievance Record – PA30

- Perform this transaction to create a grievance record in SAP



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Watch as the Instructor demonstrates how to enter a grievance record in SAP.

Notes

Exercise 3.1 Data Set

Employee's name: Mini Knox

Student #	Employee #
1	80000652
2	80000653
3	80000654
4	80000655
5	80000656
6	80000657
7	80000658
8	80000659
9	80000660
Instructor	80000661



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Notes

Refer to the Exercise Guide to complete the exercise.

Important! Be sure to make a **note of and only use** the employee personnel number the instructor assigns to you from the Data Set above.

Exercise 3.1



Create a Grievance Record – PA30

- In this exercise you will document a grievance filed by an employee. In this case, the employee previously received a disciplinary action (3-days suspension without pay because she received a speeding ticket while driving a State car).
- As a result of the disciplinary action, the employee filed a grievance to request that the disciplinary action be overturned.
- Use the Exercise Guide.



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Notes

Instructor Demonstration


Copy a Grievance Record with History - PA30

Same employee – Mini Knox



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Notes

Watch as the Instructor demonstrates how to modify a grievance record in SAP. The instructor will use the student's scenario for this demonstration.

Exercise 3.2



Copy a Grievance Record with History - PA30 – Mini Knox

- Mini Knox (from the previous exercise) and the supervisor met 2 days after the grievance was filed and the supervisor denied (at Step 1) the request to overturn the grievance.
 - Use the **Copy** function with new effective date to:
 - Create a new record
 - Ensure that previous history remains in SAP



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Notes


Refer to the Exercise Guide to complete the exercise.

Important! Be sure to make a **note of and only use** the employee personnel number that has been assigned to you.

Instructor Demonstration

Delimit a Grievance Record - PA30

- Perform this transaction to delimit a grievance record in SAP



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Notes

Watch as the Instructor demonstrates how to delimit a grievance record in SAP. The instructor will use the student's scenario for this demonstration.

Exercise 3.3



Delimit a Grievance Record with History - PA30 – Mini Knox

- The initial filing progressed to Step 1; therefore the original record needs to be delimited
 - Use the **Delimit** button to modify a grievance record and ensure that previous history remains in SAP



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Notes

Exercise 3.4



Copy a Grievance Record with History - PA30 – Mini Knox

Five days after the grievance was originally filed, Mini Knox met with the Director who agrees to reduce the 3-day suspension without pay to a written warning.

- Use the **Copy** function with new effective date to:
 - Create a new record
 - Ensure that previous history remains in SAP



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Notes

Refer to the Exercise Guide to complete the exercise.

Important! Be sure to make a **note of and only use** the employee personnel number that has been assigned to you.

Reporting



The Grievance Report is a BI (Business Intelligence) Report and is available for use.



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Notes

B0050 Grievance Data

Sample:

Organizational Unit	Employee	Employee's Name	Grievance Type	Grievance Reason	Grievance Effective Date	Grievance Status - Time From
99999990 Org Unit A	xxxxxx	Reinaldo, Kumar	Grievance - 3 step no mediation	Other	06/13/2008	1-Step 1
99999990 Org Unit A	xxxxxx	Reinaldo, Kumar	Grievance - 3 step no mediation	Other	06/13/2008	1-Step 1
99999992 Org Unit B	xxxxxx	Knox, Mini	Grievance - 3 step no mediation	AD - Unlawful Workpl	07/28/2008	Initial Filing
99999993 Org Unit Y	xxxxxx	Veale, Joel	Grievance - 2 step mediation is 1st step	AD - Unlawful Workpl	04/30/2008	Initial Filing
99999993 Org Unit C	xxxxxx	Stafford, Emily	Grievance - 3 step no mediation	Promotion Priority	04/30/2008	Initial Filing
99999993 Org Unit X	xxxxxx	Chonez, Jimmy	Grievance - 3 step no mediation	Other	06/10/2008	Initial Filing
99999993 Org Unit D	xxxxxx	Chonez, Jimmy	Grievance - 3 step no mediation	Other	06/10/2008	Initial Filing
99999997 Org Unit W	xxxxxx	Hager				
99999997 Org Unit E	xxxxxx					
99999997 Org Unit V	xxxxxx					
88888888 Org Unit E	xxxxxx					
88888888 Org Unit U	xxxxxx					
88888883 Org Unit F	xxxxxx					
88888884 Org Unit T	xxxxxx					

NOTE: All org unit numbers and names as well as employee names in this sample report are fictitious and in no way meant to represent real employees.



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The above sample report was run within a specific date range for several organizational units.

Notes

Lesson Objectives



- In this lesson you learned to:
 - Identify how to access the OSP Grievance policy and guidelines
 - Describe the Grievance process flow
 - Create and update a Grievance record
 - Identify how to access the Grievance report

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Notes

Course Map

Lesson 1: Terms, Concepts and Infotype Overview

Lesson 2: Create and Maintain a Disciplinary Action Record

Lesson 3: Create and Maintain a Grievance Record

Lesson 4: Course Review

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Notes

Course Objectives Review



In this course you learned to:

- Define key terms and concepts
- Describe the process for disciplinary actions and grievances
- View, create and maintain a disciplinary action and grievance

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Notes

Next Steps



- Monitor BEACON communication
 - BEST Shared Services web site (especially the Updates tab)
 - URL: <http://www.ncosc.net/BEST/> Don't log out or hang up yet 😊
- Review conceptual materials
- Access BEACON Help
 - Access from an SAP transaction
 - URL: <http://help.mybeacon.nc.gov/beaconhelp>
- Practice what you've learned
 - URL: <https://mybeacon.nc.gov>
 - Client 899
 - Use your current NCID user name and password



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Notes

Continue to monitor updates on the BEACON University website for information regarding any future training that you are scheduled to attend.

Keep your training materials close by as a ready reference.

Want to practice what you have learned from your desk?

- Follow the link provided above to access the training client on the BEACON website. The training client is number 899. Your current NCID user name and password are used to access the practice environment.

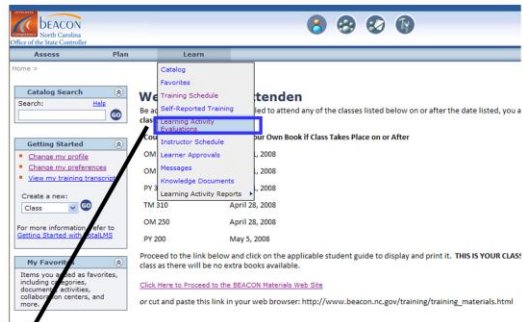
Need transactional assistance after go live?

- Remember to access BEACON help when you need assistance in completing transactions. As stated above, the work instructions can be accessed either on line or by clicking on BEACON help from within an SAP transaction.

Level 1 – Course Evaluation

Enter by accessing LMS

- Provides feedback to training team
- Ensures students experience instruction in an environment and method conducive to learning



Training Schedule
Self-Reported Training
Learning Activity Evaluations
Instructor Schedule
Learner Approvals


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Notes

1. Open a new internet browser and type the url:
<http://rod.sumtotalsystems.com/beacon>
2. At the Log On screen, enter your full email address and password. If you cannot log into LMS, unmute your telephone and let the instructor know. The instructor can reset your password if you have forgotten it.
3. Click **Logon**.
4. On the blue horizontal bar near the top of your screen, click **Learn**, and then click **Learning Activity Evaluations**.
5. Locate the evaluation that corresponds to the class you've just completed and click the **Start** button to launch it.
6. Complete the evaluation.
7. Click the Training Center icon and then click the green check to let the instructor know you have completed the evaluation.

If you cannot access the evaluation, please unmute your telephone and let the instructor know.



CONGRATULATIONS



When you have complete the evaluation, you may:

- Hang up the telephone
- Exit the virtual classroom

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Thank you for attending and participating in the virtual classroom session of this course.

Notes